

Service Area Strategic Plan

Department of Social Services (765)

Service Area 3 of 33

Central Administration and Quality Assurance for Family Services (765 451 03)

Description

The Division of Family Services is composed of units dedicated to children and families: Adoptions, Adult Services, Child Protective Services, Office of Family Violence, and Foster Care/Family Preservation. Family Services balances the roles of providing effective intervention, when necessary, and emphasizing personal responsibility while ensuring the safety, stability and well being for the most vulnerable of the population of Virginia. The programs of the Department of Social Services are state supervised and locally administered. Programs operated at the local level include Adoptions, Adult Services, Adult Protective Services, Auxiliary Grants, Child Protective Services, Domestic Violence, Foster Care, Independent Living for Foster Care Youth, Safe and Stable Families. State administered services include the Central Registry, Interstate Adoptions and the Virginia Caregivers' Grant Program.

Background Information

Mission Alignment and Authority

- *Describe how this service supports the agency mission*

This service area supports the mission of the Department by promoting safety, permanency, and well-being for children, families and individuals in the Commonwealth.

- *Describe the Statutory Authority of this Service*

Title IV-B of the Social Security Act requires federal expenditures for State public child welfare agencies in establishing, extending and strengthening child welfare services.

- The Code of Virginia provides statutory authority for the provision of protective services program activities through the following:

Title 63.2 – Welfare (Social Services)

Title 63.2 Chapter 1 – General Provisions;

Title 63.2 Chapter 2 – State Social Services;

Title 63.2 Chapter 3 – Local Boards of Social Services;

Title 63.2 Chapter 9 - Foster Care;

Title 63.2 Chapter 11 - Implementation of the Interstate Compact on the Placement of Children;

Title 63.2 Chapter 15 – Child Abuse and Neglect;

Title 63.2 Chapter 16 – Adult Services;

§ 63.2-410 - State pool of funds under the Comprehensive Services Act;

§ 63.2-800 - Auxiliary Grants (AG)

§ 63.2-1804 - Uniform Assessment Instrument

Title 16.1 – Courts not of Record; §§16.1-251; 16.1-252, 16.1-277.01, 16.1-277.02, 16.1-278.2, 16.1-278.3, 16.1-278.4, 16.1-281, 16.1-282, 16.1-282.1, 16.1-283.

§ 2.7-708 - Coordination of Local Long-Term Care Services

§ 22.1-287.D.3 - Limitation on access to records.

§ 32.1-330 - Preadmission Screening Required

§ 37.1-98 - Discharge, Conditional Release, and Convalescent Status of Patients

§ 37.1-197 - Community Services Board; Powers and Duties

§ 37.1-197.1 - Prescription Team

- 42.U.S.C. 5101 et seq.; Child Abuse Prevention and Treatment Act, as amended,
- 42 U.S.C. 5116 et seq. provides grants to States for the purpose of assisting States in developing, establishing, and operating programs designed to improve the handling of child abuse and neglect cases, including child sexual abuse, child fatalities, and children with disabilities.
- 42 U.S.C. 5116 Title II - Community-Based Grants for the Prevention of Child Abuse and Neglect.
- P.L. 98-473; The Victims of Crime Act of 1984

22 VAC 40-700-10 et seq. Child Protective Services Central Registry Information

22 VAC 40-260-20 Subsidy Adoption Assistance

22 VAC 40-240-20 Responsibilities of the agency in juvenile court proceeding for parental placement adoptions

22 VAC 40-250-20 The Adoption Resource Exchange of Virginia

Customers

Agency Customer Group	Customer	Customers served annually	Potential annual customers
Businesses (served unknown; potential unlimited)	Business	0	0
Individuals, Children and Families (served unknown; potential unlimited)	Children and families	84,460	0
Community and Volunteer Organizations (potential unlimited)	Community Action Agencies	3	80
General Public (served unknown; potential unlimited)	Employees	962	1,650
Community and Volunteer Organizations (potential unlimited)	Faith-based Organizations	336	1
Governmental Entities (served unknown; potential unlimited)	Federal agencies	6	3
General Public (served unknown; potential unlimited)	General Public	4,025	0
Governmental Entities (served unknown; potential unlimited)	Local Departments of Social Services	120	120
Individuals, Children and Families (served unknown; potential unlimited)	Low-income individuals and families	6,637	0
Businesses (served unknown; potential unlimited)	Media	50	0
Individuals, Children and Families (served unknown; potential unlimited)	Non-custodial parents	25	0
Businesses (served unknown; potential unlimited)	Non-profits	77	103
Governmental Entities (served unknown; potential unlimited)	Policy Makers	300	0

Businesses (served unknown; potential unlimited)	Providers	779	0
Governmental Entities (served unknown; potential unlimited)	State and local government	260	0
Individuals, Children and Families (served unknown; potential unlimited)	Vulnerable adults	300	0

Anticipated Changes To Agency Customer Base

[Nothing entered]

Partners

Partner	Description
Community Action Agencies	
Local Departments of Social Services	
State Agencies	
Virginia Institute for Social Services Training Activities (VISSTA)	
Volunteer Organizations	

Products and Services

- *Factors Impacting the Products and/or Services:*

With a significantly increased population of vulnerable adults and growing demand for adult services and adult protective services, there will be a need for more social workers, institutional providers and home-based care workers. Additional training materials and public education programs will be needed, requiring revised services and products for the customer base.

Several factors may impact products and services for older youth including limited funding for independent living services and the lack of community support or involvement with these young people. Given the national trend of increased numbers of youth over age 13 entering the foster care system and who subsequently exit to independent living situations, the need for these services and their impact become especially critical.

Another factor impacting the services of this area stem from the fact that the majority of children in foster care with the goal of adoption have documented special needs. As a result, these children will require intensive medical and supportive services, supported largely by state and federal adoption assistance funding. As the number of children achieving adoption increases, it can be expected that expenditures for adoption assistance will also increase.

Funding for prevention and in-home services to prevent foster care placement is inadequate, often resulting in children entering the foster care system solely to receive needed mental health and physical health treatment. Virginia law does not mandate that prevention services be provided in

order to prevent the possibility of placement in foster care. The lack of adequate funding for prevention services places a greater financial burden on the citizens of the Commonwealth to fund foster care placements.

- *Anticipated Changes to the Products and/or Services*

A new Adult Protective Services web-based case management system went on line in SFY 2005-2006, making case management and reporting more efficient for VDSS and local department staff. Improvements to the child welfare information system, Child WINS is scheduled to begin in 2008.

- *Listing of Products and/or Services*

- Support of organizations serving communities
- Recruitment of volunteers and training on management of volunteers
- Services to promote family stability
- Services to protect vulnerable adults
- Economic assistance to low income families/individuals or nutrition, child care, health care eligibility, and financial assistance to low income families/individuals
- Financial support for children
- Services that promote sufficiency
- Services to protect children
- Services to ensure that children have permanent homes
- Support Services (e.g., HR, IS)
- Photo-listing books of children waiting for adoption
- Photo-listing books of approved adoptive families
- Display boards for recruitment
- Brochures and pamphlets on Family Services
- Update recruitment brochures
- Contracts with private child placing agencies and community organizations to provide a full array of adoption services.

- Annual newsletters
- Handbook for attorneys on Virginia's adoption laws
- Refugee Elderly Assistance Program (REAP): interpretation & translation; health screenings and workshops; citizenship preparation; English language training; and employment training.
- Independent Living training for Local departments of social services staff
- Training professionals in kinship care
- Training kinship care providers

Finance

- *Financial Overview*

Funding for Protective Services Programs Administration comes from general funds and federal funds. The federal funds come from various sources including Title IV-B Part I (Child Welfare Services), and Title IV-E Foster Care, and the Social Services Block Grant (SSBG).

- *Financial Breakdown*

	Fiscal Year 2009		Fiscal Year 2010	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$1,877,000	\$4,551,813	\$1,877,000	\$4,551,813
Change To Base	\$0	\$0	\$0	\$0
Service Area Total	\$1,877,000	\$4,551,813	\$1,877,000	\$4,551,813

Service Area Objectives

- Protect at-risk individuals from abuse, neglect and exploitation

Alignment to Agency Goals

- Agency Goal: Maximize the economic independence, safety and stability of individuals and families

Objective Measures

- Percent of adults with new reports of abuse, neglect or exploitation after APS interventions have been put in place

Governor's Key:

No

Measure Type:

Output

Measure Frequency:

Annual

Frequency Comment: % of repeated substantiated reports of abuse, neglect or exploitation for open or closed APS cases

Measure Baseline: 40% adults experience new reports of abuse, neglect or exploitation after APS interventions have been put in place in SFY 2007 (preliminary estimate)

Measure Target: Reduce by 2% the number of adults with new reports of abuse, neglect or exploitation after APS interventions have been put in place by the end of SFY 2010

Data Source and Calculation: Adult Services Adult Protective Services (ASAPS) information system

- Children will be protected from becoming victims of repeated abuse or neglect

Governor's Key:

No

Measure Type:

Outcome

Measure Frequency:

Quarterly

Frequency Comment: % of repeated abuse or neglect within 6 months

Measure Baseline: 1.85% of children experienced repeat child abuse and/or neglect within a six-month period in SFY 2005

Measure Target: Less than 1.5% of children will experience repeat abuse and/or neglect within a six-month period in SFY 2010

Data Source and Calculation: The numerator will be compiled from OASIS.